LONDON BOROUGH OF HACKNEY





**POST TITLE:** Senior Medical Advisor

**DIRECTORATE:** Finance & Resources

**SERVICE:**  Benefits & Housing Needs

**GRADE:** PO4

**LOCATION:** Hackney Service Centre

or any other appropriate location

**RESPONSIBLE TO:** Operations Manager (4th Tier)

**RESPONSIBLE FOR:**



**PURPOSE**

* To work within Benefits & Housing Needs to assess the housing problems experienced by people with health needs and disabilities and make recommendations on priority for rehousing. To provide expertise on health and disability issues which enable the Council to develop policies which improve housing options for people with disabilities
* To have the overall management responsibility for a designated team, providing a range of housing needs & benefits and functions as specified by the Operations Manager and in accordance with the Customer Services business plan and the Benefits and Housing Needs service plan
* Act as a focal point for expert advice and guidance on medical assessments and outcomes for disabled, vulnerable applicants and tenants for the service
* Actively contribute to the delivery of a comprehensive and high quality Medical Team
* Responsible for identifying complex cases which required longer term intervention and referring these cases to the required services
* To deliver an efficient, high quality and customer-focussed service for a diverse client group including high numbers of vulnerable and disadvantaged households
* To promote and maintain a culture of robust performance management, focussing the efforts of staff on the achievement of specified targets and objectives and making best use of available resources
* Assisting with getting housing design right for adaptable properties.
* Advising on the design as early as possible to ensure that housing can be planned to be as accessible and adaptable as possible.
* To report to the designated Operations Manager/s and in their absence to participate with other team leaders in deputising arrangements in order to maintain service delivery and quality
* To work cooperatively across the Benefits and Housing Needs Service to promote an effective, efficient and holistic service to residents in the borough

**KEY ACCOUNTABILITIES**

1. Consider, assess and recommend housing priority for all applicants seeking rehousing on health grounds, including providing an opinion on whether priority homeless applicants are vulnerable and whether applicants ought to be excused from a finding of intentional homelessness on medical or disability grounds, ensuring that a high standard of customer care is provided at all times.
2. Make recommendations regarding what would constitute suitable accommodation for all those applying for rehousing on health grounds, including homeless applicants, in consultation with health and social care professionals working in the NHS and Social Services where appropriate. Carry out functional assessments of housing need for applicants for rehousing who have medical conditions/disabilities, where there is no involvement from other health or social care agencies, and to refer on where necessary.
3. Devise, implement and maintain medical assessment procedures and policies which ensure reasonable preference for people who need to move for medical or welfare reasons (see s167 (2) Housing Act 1996).
4. Work with the Operations Manager and relevant stakeholders to develop policies which adequately recognise and meet the housing needs of people with medical problems and disabilities in Hackney.
5. Assist the authority in defending any legal challenge including swearing affidavits, affirmations and/or appearing in court to justify recommendations.
6. Draft reports on relevant matters, and if appropriate, present them to meetings of officers or members of the Council and other agencies.
7. Advise and liaise with health and social care professionals, officers, members of the Council and members of the public about these policies and procedures. Participate in training programmes, including the preparation and delivery of training, concerned with the needs and requirements for housing people with disabilities or medical problems.
8. Pre-allocate to adapted or specially built social housing stock in consultation with relevant internal or external staff, and advise on allocations to people with health problems and disabilities.
9. Provide medical guidance and direction to housing staff.
10. Work in strict compliance with the council’s equal opportunities statement/policy.
11. Take part in audit as required e.g. LBH & Public Health Directorates programme of audit.
12. Communicate effectively, orally and in writing to a range of individuals and services, in order to present the team in a positive and professional manner.
13. Represent the service when necessary at internal and external meetings and working groups.

1. Maintain accurate, consistent and up-to-date records which respect client confidentiality and are available as and when required for performance or auditing purposes.
2. Ensure that a high standard of customer care is provided at all times.
3. Provide cover for colleagues and/or managers as required.
4. Undertake other duties appropriate to the post as directed by the service manager.

**ESSENTIAL REQUIREMENTS**

1. The post holder must be aware of and comply with Health and Safety legislation and Council Health and Safety Policy as relevant to the post.
2. An understanding of the Council’s equal opportunities policies and a commitment to their promotion and knowledge of problems faced by service users in an area like Hackney.

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**POST TITLE:** Medical Advisor

**DIRECTORATE:** Community Services

**SERVICE:**  Housing Needs

**GRADE:** PO4

**LOCATION:**  London Borough of Hackney

**RESPONSIBLE TO:** Special Needs Manager

**RESPONSIBLE FOR:** None



**SKILLS, ABILITIES AND KNOWLEDGE**

1. Ability to work effectively with a broad range of professionals in Health, Housing & Social Services.
2. An understanding of the relationship between health and housing.
3. Ability to work on own initiative and as part of a team.
4. Excellent communication and organisational skills and the ability to work to tight deadlines and prioritise own workload.
5. Development of effective working relations with directorate staff and external agencies.
6. Working knowledge of the type of housing that is suitable/ adaptable for people with disabilities.
7. Advise on how to prioritise and incorporate the best aspects of accessible design guidelines into new build and refurbishments.

**EXPERIENCE**

1. Experience of working with people with physical disabilities in the home, e.g. community nursing or visiting, accompanied home visits, assessments for equipment and adaptations.
2. Experience of working across a broad range of client groups, including the elderly, the young, those from ethnic minority groups in a deprived multicultural inner city area with medical and/or welfare needs including learning difficulties, mental illness and physical disabilities.
3. Experience of working with a range of professionals from Health departments, Social Services & Housing backgrounds.

**QUALIFICATIONS**

State registered relevant health care professional qualification with post qualification experience and experience gained in the community working within the inner city area.